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**Contract Number: GS35F-0237M**

**Modification P00013**

**Period Covered by Contract: 1/30/2012 through 1/29/2022**

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**AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

**Special Item No. 132-51 Information Technology Professional Services**

**FPDS Code D302 IT Systems Development Services**

**FPDS Code D306 IT Systems Analysis Services**

**FPDS Code D307 Automated Information Systems Design and Integration Services**

**FPDS Code D308 Programming Services**

**FPDS Code D308 Millennium Conversion Services (Y2K)**

**FPDS Code D311 IT Data Conversion Services**

**FPDS Code D316 IT Network Management Services**

**FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified**

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## I. INFORMATION FOR ORDERING OFFICES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

1. GEOGRAPHIC SCOPE OF CONTRACT *Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes: ☐ The Geographic Scope of Contract will be domestic and overseas delivery. ☐ The Geographic Scope of Contract will be overseas delivery only. ☒ The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

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### 2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

Complete Address for Ordering:

Collins Consulting, Inc.  
999 Plaza Drive  
Suite 240  
Schaumburg, IL 60173  
(847) 290-8775  
(847) 805-4783 – fax  
[collins\\_consulting@colcon.com](mailto:collins_consulting@colcon.com)

Complete Address for Payment:

Collins Consulting, Inc.  
999 Plaza Drive  
Suite 240  
Schaumburg, IL 60173

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

(847) 290-8775

- 3 LIABILITY FOR INJURY OR DAMAGE The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.
- 4 STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number: 836299578  
Block 30: Type of Contractor - A. Small Disadvantaged Business  
    A. Small Disadvantaged Business  
    B. Other Small Business  
    C. Large Business  
    G. Other Nonprofit Organization  
    L. Foreign Contractor  
Block 31: Woman-Owned Small Business – No  
Block 36: Contractor's Taxpayer Identification Number (TIN): 36-4101609

4a. CAGE Code: 1P2X4

4b. Contractor has registered with the Central Contractor Registration Database.

5    FOB DESTINATION

6    DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER DELIVERY TIME (Days ARO) 132-51  
As specified in delivery orders

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: 2% - 10 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity
- c. Dollar Volume
- d. Government Educational Institutions
- e. Other

8. TRADE AGREEMENTS ACT OF 1979, as amended: All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

10. SMALL REQUIREMENTS The minimum dollar value of orders to be issued is \$100.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:  
Special Item Number 132-51 - Information Technology (IT) Professional Services

12. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**  
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.
13. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.
- 13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.
- 13.2 **FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.
14. **CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)**
- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. **CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES**: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

## 16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

## 17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the

- Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

## 18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## 19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## 20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

## 21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

## 22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is

incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

## 23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –
- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
  - (b) The following statement: This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## 25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
  - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
  - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

## 26. SOFTWARE INTEROPERABILITY

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

## 27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or



pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

## **II. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES - SPECIAL ITEM NUMBER 132-51**

### **1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

### **2. PERFORMANCE INCENTIVES**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

### **3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

### **4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

## **5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

The Inspection of Services-Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-

hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

### **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

### **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

### **15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

### **16. DESCRIPTION OF IT/EC SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science.

### III. DESCRIPTION OF IT SERVICES AND PRICING

#### A. Prices

Labor Category	Min. Edu.	Yrs. Exp.	Proposal GSA Schedule Hourly Rate Without IFF	Proposal GSA Schedule Hourly Rate Inclusive of IFF
Business Analyst I	Bachelors	2	\$45.84	\$46.18
Business Analyst II	Bachelors	4	\$51.74	\$52.13
Business Analyst III	Bachelors	6	\$60.67	\$61.13
Business Analyst Sr. I	Bachelors	10	\$73.26	\$73.81
Business Analyst Sr. II	Bachelors	15	\$107.83	\$108.64
Database Administration I	Associates	2	\$61.10	\$61.56
Database Administration II	Associates	4	\$70.92	\$71.45
Database Administration III	Associates	6	\$84.38	\$85.01
Database Administration Sr. I	Bachelors	10	\$100.61	\$101.36
Database Analyst I	Bachelors	2	\$51.52	\$51.91
Database Analyst II	Bachelors	4	\$59.81	\$60.26
Database Analyst III	Bachelors	6	\$70.22	\$70.75
Database Analyst Sr. I	Bachelors	10	\$79.59	\$80.19
Database Analyst Sr. II	Bachelors	15	\$88.92	\$89.59
Help Desk I	HS Grad.	1	\$28.94	\$29.16
Help Desk II	HS Grad.	2	\$36.39	\$36.97
Help Desk III	HS Grad.	4	\$47.68	\$48.04
Help Desk Sr. I	HS Grad.	5	\$51.75	\$52.14
Help Desk Sr. II	Bachelors	8	\$62.86	\$63.33
Internet Network Engineer I	Bachelors	2	\$60.85	\$61.31
Internet Network Engineer II	Bachelors	4	\$65.56	\$66.05
Internet Network Engineer III	Bachelors	6	\$70.22	\$70.75
Internet Network Engineer Sr. I	Bachelors	10	\$84.31	\$84.94
Internet Network Engineer Sr. II	Bachelors	15	\$88.92	\$89.59
Network Security Specialist I	BA/BS or AA and equivalent experience	2	\$50.06	\$50.44
Network Security Specialist II	BA or BS	4-8	\$65.00	\$65.49
Network Security Specialist III	MBA or MS or BA/BS and equivalent experience	8	\$77.41	\$77.99

Product Development Specialist I	Bachelors	2	\$64.58	\$65.06
Product Development Specialist II	Bachelors	4	\$74.44	\$75.00
Product Development Specialist III	Bachelors	6	\$81.95	\$82.56
Product Development Specialist Sr. I	Bachelors	10	\$87.59	\$88.25
Product Development Specialist Sr. II	Bachelors	15	\$91.76	\$92.45
Programmer I	Bachelors	2	\$52.58	\$52.97
Programmer II	Bachelors	4	\$63.91	\$64.39
Programmer III	Bachelors	6	\$73.71	\$74.26
Programmer Sr. I	Bachelors	10	\$87.03	\$87.68
Project Coordinator I	AA or AS	2	\$33.69	\$33.94
Project Coordinator II	AA or AS	2-5	\$46.63	\$46.98
Project Coordinator III	BA or BS	5	\$58.09	\$58.53
Project Manager I	Bachelors	2	\$84.66	\$85.29
Project Manager II	Bachelors	4	\$89.89	\$90.56
Project Manager III	Bachelors	6	\$98.34	\$99.08
Project Manager Sr. I	Bachelors	10	\$107.66	\$108.47
Software Systems Engineer I	Bachelors	2	\$60.85	\$61.31
Software Systems Engineer II	Bachelors	4	\$73.33	\$73.88
Software Systems Engineer III	Bachelors	6	\$77.28	\$77.86
Software Systems Engineer Sr. I	Bachelors	10	\$86.33	\$86.98
Software Systems Engineer Sr. II	Bachelors	15	\$95.47	\$96.19
Subject Matter Expert I	BA or BS and MBA or MS	10	\$115.53	\$116.40
Subject Matter Expert II	BA or BS and MBA or MS	10-15	\$143.48	\$144.56
Subject Matter Expert III	BA or BS and MBA or MS	15	\$170.74	\$172.02
System Security Specialist I	BA or BS	2	\$55.93	\$56.35
System Security Specialist II	BA or BS	3-8	\$70.78	\$71.31
System Security Specialist III	MBA or MS	8	\$86.82	\$87.47
System Tester I	Associates	2	\$35.29	\$35.55
System Tester II	Associates	4	\$41.51	\$41.82
System Tester III	Bachelors	6	\$48.77	\$49.14
System Tester Sr. I	Bachelors	10	\$65.13	\$65.62
Systems Administrator I	AA or AS	2	\$67.82	\$68.33
Systems Administrator II	BA or BS	3-8	\$90.00	\$90.68
Systems Administrator III	MBA or MS	8	\$103.48	\$104.26

Systems Analyst I	Bachelors	2	\$65.07	\$65.56
Systems Analyst II	Bachelors	4	\$70.02	\$70.55
Systems Analyst III	Bachelors	6	\$74.44	\$75.00
Systems Analyst Sr. I	Bachelors	10	\$83.81	\$84.44
Technical Analyst I	Bachelors	2	\$64.14	\$64.62
Technical Analyst II	Bachelors	4	\$69.52	\$70.04
Technical Analyst III	Bachelors	6	\$74.93	\$75.49
Technical Analyst Sr. I	Bachelors	10	\$84.99	\$85.63
Technical Analyst Sr. II	Bachelors	15	\$94.26	\$94.97
Technical Support Technician I	Associates	2	\$33.72	\$33.97
Technical Support Technician II	Bachelors	4	\$38.37	\$38.66
Technical Support Technician III	Bachelors	6	\$42.15	\$42.47
Technical Support Technician Sr. I	Bachelors	10	\$47.31	\$47.66
Technical Writer I	Associates	2	\$37.44	\$37.72
Technical Writer II	Bachelors	4	\$44.46	\$44.79
Technical Writer III	Bachelors	6	\$51.04	\$51.42
Technical Writer Sr. I	Bachelors	10	\$60.85	\$61.31
Training Specialist I	BA or BS	2-5	\$55.62	\$56.04
Training Specialist II	BA or BS	5-8	\$83.65	\$84.28
Training Specialist III	MBA or MS	8	\$93.32	\$94.02

## B. Job Descriptions

### (1) Business Analysts

Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
BUSINESS ANALYST I	Performs basic assignments in the analysis of business processes, activities, and events. Responsible for documenting existing business processes through joint application development sessions. Responsible for developing detail design specifications for enhancements and new products or modules. Research to determine user requirements and will then produce a	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree, and 2 years job related experience.



	user requirement's document followed by a detail design document.		
BUSINESS ANALYST II	Works on problems of moderate and varied complexity where analysis of business processes, activities, and events. Responsible for documenting existing business processes through joint application development sessions. Responsible for developing detail design specifications for enhancements and new products or modules. Research to determine user requirements and will then produce a user requirement's document followed by a detail design document.	Demonstrates working knowledge in job-related functional area and of the business.	Bachelor's degree and 4 years job related experience.
BUSINESS ANALYST III	Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Incumbent handles non-routine issues by following policy or precedent. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job related experience.
BUSINESS ANALYST SR. I	Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Incumbent handles most problems and issues independently and determines course of action for ambiguous issues.	Demonstrates in-depth knowledge in job-related functional area and of the business.	Bachelor's degree and 10 years job related experience.
BUSINESS ANALYST SR. II	Work assignments are broad and involve a wide variety of complex technical and business issues. Projects require the application of advanced expertise in multiple areas of technical specialization and full technical knowledge of all phases of the system(s) to initiate and lead strategic efforts. Incumbent plans and carries out work independently and uses own initiative and judgment to handle non-routine matters and ambiguous issues.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology. Maintains state-of-the-art knowledge of technical changes.	Bachelor's degree and 15 years job related experience.

## (2) Database Administrators

Responsible for all activities related to the administration of computerized databases. Consults with and advises users of the various databases. Projects long-range requirements for database administration and design in conjunction with other manager in the information systems function. Prepares activity and progress reports regarding the database management section.

TITLE	COMPLEXITY /PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
DATABASE ADMINISTRATION I	At a basic level, administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks.	Learns and uses basic knowledge in job-related functional area and of specialized tools, equipment, etc.	Associate's degree and 2 years job- related experience or education.
DATABASE ADMINISTRATION II	Routinely performs as a Database Administrator on large-scale data base management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Principal Duties and Responsibilities - Analyzes functional business applications and design specifications for functional activities. Develops data dictionaries and logic flow charts. Prepares required documentation, including both program-level and user-level documentation. Demonstrated ability to work independently with minimal supervision.	Demonstrates working knowledge in job-related functional area and of specialized procedures, tools, equipment, etc.	Associate's degree and 4 years job- related experience or education.
DATABASE ADMINISTRATION III	Performs moderately complex database and application performance monitoring, analysis and tuning. Monitor and optimize database performance and resources. Participates in all phases of data extraction, conversion and uploading. Provides database management and provides training to junior database administrators.	Demonstrates comprehensive knowledge in job-related functional area and of specialized procedures, tools, equipment, etc.	Associate's degree and 6 years job- related experience or education.
DATABASE ADMINISTRATION SR. I	Performs complex database and application performance monitoring, analysis and tuning. Monitor and optimize database performance and resources. Participates in all phases of data extraction, conversion and uploading. Provides database management and provides training to junior database administrators.	Demonstrates in-depth knowledge in job-related functional area and of specialized procedures, tools, equipment, etc.	Bachelor's degree and 10 years job- related experience or education.

### (3) Database Analysts

Performs professional level assignments of varied scope and complexity relating to database management within a mainframe or network environment. Depending on the grade level, assignments may include designing, planning, implementing, troubleshooting, maintaining and enhancing a broad scope of data base activities for voice, data and video systems including security, access and documentation requirements.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
DATABASE ANALYST I	Performs basic assignments that involve independent judgment. Tasks and/or issues guided by application of standards, procedures or precedent, but work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree and 2 years job-related experience.
DATABASE ANALYST II	Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Incumbent handles non-routine issues by following policy or precedent. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates working knowledge in job-related functional area and of the business.	Bachelor's degree and 4 years job-related experience.
DATABASE ANALYST III	Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Incumbent handles most problems and issues independently and determines course of action for ambiguous issues.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job-related experience.
SR DATABASE ANALYST I	Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Incumbent plans and carries out work independently and uses own initiative and judgment to handle non-routine matters and ambiguous issues.	Demonstrates in-depth knowledge in job-related functional area and of the business	Bachelor's degree and 10 years job-related experience.
SR DATABASE ANALYST II	Works on problems of moderate and varied complexity where analysis of data may require adaptation of	Demonstrates working knowledge in job-related functional area and of the	Bachelor's degree and 15 years job-related experience.

	standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Incumbent handles non-routine issues by following policy or precedent. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	business.	
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#### (4) Help Desk

Assignments may include designing, planning, implementing, troubleshooting, maintaining and enhancing a broad scope of help desk systems and support for voice, data and video systems including security, access and documentation requirements.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
HELP DESK I	Staffs the help desk, answers users calls and records all necessary information, offers phone assistance and follows problem through resolution. Maintains appropriate logs for tracking calls.	Demonstrates basic knowledge in job-related functional area and of the business.	High school graduate and 1 year job-related experience.
HELP DESK II	Requires at least two (2) years of experience as a Help Desk Specialist in multi-server environments. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary.	Demonstrates working knowledge in job-related functional area and of the business.	High school graduate and 2 years job-related experience.
HELP DESK III	Requires at least four (4) years of experience as a Help Desk Specialist in multi-server environments. Must have knowledge of PC operating systems (e.g. Windows 95, NT), and networking and mail standards. Customer service and communication skills are necessary.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	High school graduate and 4 years job-related experience.
SR HELP DESK I	Design, implement and manage a help desk system that is capable of providing (external) application support for the Desk Top Support user community as well as providing support to internal DTS project needs (i.e. desktop support, application support and installation, phone support, LAN troubleshooting, etc.). Must have management experience in providing customer support/help-desk functions and experience working on a large full life-cycle project. Must demonstrate the ability to lead others with limited management oversight.	Demonstrates in-depth knowledge in job-related functional area and of the business	High school graduate and 5 years job-related experience.
SR HELP DESK II	Design, implement and manage a help desk system that is capable of providing support for the Desk Top Support user community as well as providing support to internal DTS project needs (i.e. desktop support, application support and installation, phone support, LAN troubleshooting, etc.).	Demonstrates in-depth knowledge in job-related functional area and of the business	Bachelor's degree and 8 years job-related experience.

	Proven capability of interfacing with all levels of management.		
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## (7) Internet Network Engineers

Responsible for creating new network architecture, which includes testing, qualification, scripts, and field-testing. Analyzes network topologies and evaluates characteristics of new and emerging transmission, switching and routing equipment. Responsibilities may also include technology certification and qualification, interior and exterior routing policy specification, evaluation of new products and equipment, network element configuration design and specification, and development of documentation.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
INTERNET NWK ENG I	Performs basic assignments that involve independent judgment. Tasks and/or issues guided by application of standards, procedures or precedent, but work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree and 2 years job-related experience.
INTERNET NTWK ENG II	Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and judgment. Incumbent handles non-routine issues by following standards or precedent.	Demonstrates working knowledge in job-related functional area and of the business.	Bachelor's degree and 4 years job-related experience.
INTERNET NTWK ENG III	Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Incumbent handles non-routine issues by following standards or precedent.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job-related experience.
SR INTERNET NTWK ENG I	Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data. Incumbent handles most problems and issues independently and determines course of action for ambiguous issues.	Demonstrates in-depth knowledge in job-related functional area and of the business.	Bachelor's degree and 10 years job-related experience.

SR INTERNET NTWK ENG II	Work assignments are broad and involve a wide variety of complex technical, and business issues. Projects require the application of advanced expertise in multiple areas of technical specialization and full technical knowledge of all phases of the system(s) to initiate and lead strategic efforts. Incumbent plans and carries out work independently and uses own initiative and judgment to handle non-routine matters and ambiguous issues.	Demonstrates extensive knowledge in job-related functional area and of the business. Maintains state of the art knowledge of technical changes.	Bachelor's degree and 15 years job-related experience.
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### (8) Network Security Specialists

Maintains and implements security solutions in network environments. Analyze security requirements. Provide understanding of key security and privacy issues, risks, exposures and vulnerabilities. Architect secure solutions to address specific security and privacy requirements. Address network operations and environment security considerations, and security management and implementation requirements. Provide architecture and configuration of network devices. Advise of security management considerations. Develop e-business solutions, encryption solutions, and privacy solutions. Develop security governance policies and procedures. Perform security testing.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
NETWORK SECURITY SPECIALIST I	Maintains and implements security solutions in network environments. Analyze security requirements. Provide understanding of key security and privacy issues, risks, exposures and vulnerabilities. Architect secure solutions to address specific security and privacy requirements. Address network operations and environment security considerations, and security management and implementation requirements. Provide architecture and configuration of network devices. Advise of security management considerations. Develop e-business solutions, encryption solutions, and privacy solutions. Develop security governance policies and procedures. Perform security testing.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 2 years job-related experience.
NETWORK SECURITY SPECIALIST II	Maintains and implements security solutions in network environments. Analyze security requirements. Provide understanding of key security and privacy issues, risks, exposures and vulnerabilities. Architect secure solutions to address specific security and privacy requirements. Address network operations and environment security considerations, and security management and implementation requirements. Provide architecture and configuration of network devices. Advise of security management	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 4-8 years job-related experience.

	considerations. Develop e-business solutions, encryption solutions, and privacy solutions. Develop security governance policies and procedures. Perform security testing.		
NETWORK SECURITY SPECIALIST III	Maintains and implements security solutions in network environments. Analyze security requirements. Provide understanding of key security and privacy issues, risks, exposures and vulnerabilities. Architect secure solutions to address specific security and privacy requirements. Address network operations and environment security considerations, and security management and implementation requirements. Provide architecture and configuration of network devices. Advise of security management considerations. Develop e-business solutions, encryption solutions, and privacy solutions. Develop security governance policies and procedures. Perform security testing.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Master's degree and 8 years job-related experience.

#### (9) Product Development Specialists

Responsible for the development of specific product development plans and activities for new products and enhancements to existing products. Writes product definitions that are responsive to customer needs and market opportunities. Coordinates technical product development based on input received from other internal groups such as Engineering and also from outside vendors. Prepares product development objectives and schedules for all phases of product development and introduction to market. Drives overall product development plan across multiple internal organizations ensuring that product quality and timelines are met in product implementation.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
PRODUCT DEV SPEC I	Works on problems of limited scope. Follows standard practices and procedures in analyzing new or different situations for which answers can be readily obtained. Regularly exercises independent judgment in performing basic tasks under self-direction. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Learns and demonstrates basic knowledge of all product offerings. Requires a basic knowledge of product development and project management principles.	Bachelor's degree and 2 years job-related experience.
PRODUCT DEV SPEC II	Works on problems of moderate scope where analysis of new or different situations requires a review of identifiable factors. Exercises judgment within well-defined parameters and practices to determine appropriate action. Performs routine technical assignments and administrative tasks under self-direction. Work customarily and regularly (50% of time or more)	Demonstrates basic knowledge of all product offerings; may have more in-depth knowledge on a subset of products. Requires a working knowledge of product development and project management principles and practices.	Bachelor's degree and 4 years job-related experience.

	requires the exercise of discretion and independent judgment.		
PRODUCT DEV SPEC III	Works on problems of diverse scope where analysis of new or different situations requires evaluation of identifiable factors. Exercises judgment within generally defined parameters and practices to determine appropriate action. Performs moderately complex technical assignments and administrative tasks under self-direction.	Requires extensive knowledge of all product offerings and of the business. Requires a working knowledge of product development and project management principles and practices.	Bachelor's degree and 6 years job-related experience.
SR PRODUCT DEV SPEC I	Works on complex problems where analysis of new or different situations requires an in-depth evaluation of various factors. Exercises judgment within broadly defined parameters and practices to determine appropriate action. Performs complex technical assignments and administrative tasks under self-direction.	Requires extensive knowledge of all product offerings, the business, company technology and competitors. Requires a thorough knowledge of product development and project management principles and practices, and the skill to integrate and communicate that information.	Bachelor's degree and 10 years job-related experience.
SR PRODUCT DEV SPEC II	Works on extremely complex problems where analysis of situations requires an evaluation of intangible variables. Exercises independent judgment in developing marketing strategies, and evaluation criteria for obtaining results. Prioritizes own work and assignments as well as that of others in some cases.	Requires extensive knowledge of all product offerings, the business, company technology, and competitors. Requires an advanced knowledge of product development and project management principles and practices.	Bachelor's degree and 15 years job-related experience.

## (10) Program Development

Responsible for completion and delivery of projects, which may include planning, scheduling, coordinating and/or approval of projects, as well as guiding project to its completion and/or implementation. Interfaces with various personnel and departments in order to achieve project results. Makes recommendations to management regarding cost estimates, schedules, implementation issues, and changes to project plan as appropriate. This is an individual contributor job responsible for managing projects, but is not responsible for directly managing other employees.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
PROGRAMMER I	Under general supervision, modifies moderately complex applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. Competent to work on most phases of applications programming activities but requires instruction and guidance in phases.	Requires competence in computer programming languages and the ability to develop computer systems from written design specifications.	Bachelor's degree and 2 years job-related experience.



PROGRAMMER II	Under general supervision, modifies moderately complex applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. Competent to work on most phases of applications programming activities but requires instruction and guidance in phases.	Minimum of 4 years experience providing programming support in a variety of settings. Experience with database, internet, web, and e-business software and interfaces.	Bachelor's degree and 4 years job-related experience.
PROGRAMMER III	Under general supervision, modifies moderately complex applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. Competent to work on most phases of applications programming activities but requires instruction and guidance in phases.	Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's client/server software applications. Requires a bachelor's degree in a related area and at least 6 years of experience in the field or in a related area. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a Sr. Programmer I, project leader or manager. A wide degree of creativity and latitude is expected.	Bachelor's degree and 6 years job-related experience.
SR PROGRAMMER I	Under general supervision, modifies moderately complex applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. Competent to work on most phases of applications programming activities but requires instruction and guidance in phases.	Ten years (10) progressive experience in evaluating, installing and integrating systems software and recommending specific changes in procedures. Reviews computer software systems communications and response needs and determines operating systems and languages needed to support them. Performs systems software "fine-tuning", workload analysis, load balancing, etc. Performs authorized maintenance of a highly specialized nature on systems software, compilers, assemblers, and utility systems. Determines system performance capabilities, diagnoses system failures and degradation's and isolates the failure or degradation as to cause. Integrates various types of software (general applications, scientific and special-purpose applications, operating	Bachelor's degree and 10 years job-related experience.

## (11) Project Coordination

Provides project support via ownership and management of project documentation and facilitation of project team communications. Works under the direction of the Project Manager to assist in driving projects to successful completion. Applies Client/Subcontractor contract management knowledge, facilitates communications, and fosters communications and teamwork. May lead teams at higher levels. Manages project files. Assists in managing project/contract against schedule. Manages, tracks, and reports project metrics. Updates project documentation, and uses standard project management methods and tools as directed.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
PROJECT COORDINATOR I	Provides project support via ownership and management of project documentation and facilitation of project team communications. Works under the direction of the Project Manager to assist in driving projects to successful completion. Applies Client/Subcontractor contract management knowledge, facilitates communications, and fosters communications and teamwork. May lead teams at higher levels. Manages project files. Assists in managing project/contract against schedule. Manages, tracks, and reports project metrics. Updates project documentation, and uses standard project management methods and tools as directed.	Demonstrates basic knowledge in job-related functional area and of the business.	Associate's degree with 2 years job-related experience.
PROJECT COORDINATOR II	Provides project support via ownership and management of project documentation and facilitation of project team communications. Works under the direction of the Project Manager to assist in driving projects to successful completion. Applies Client/Subcontractor contract management knowledge, facilitates communications, and fosters communications and teamwork. May lead teams at higher levels. Manages project files. Assists in managing project/contract against schedule. Manages, tracks, and reports project metrics. Updates project documentation, and uses standard project management methods and tools as directed.	Demonstrates basic knowledge in job-related functional area and of the business.	Associate's degree with 2 -5 years job-related experience.
PROJECT COORDINATOR III	Provides project support via ownership and management of project documentation and facilitation of project team communications. Works under the direction of the Project Manager to assist in driving projects to successful completion. Applies Client/Subcontractor contract management knowledge, facilitates communications, and fosters communications and teamwork. May	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree with 5 years job-related experience.

	lead teams at higher levels. Manages project files. Assists in managing project/contract against schedule. Manages, tracks, and reports project metrics. Updates project documentation, and uses standard project management methods and tools as directed.		
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## (12) Project Management

Responsible for completion and delivery of projects, which may include planning, scheduling, coordinating and/or approval of projects, as well as guiding project to its completion and/or implementation. Interfaces with various personnel and departments in order to achieve project results. Makes recommendations to management regarding cost estimates, schedules, implementation issues, and changes to project plan as appropriate. This is an individual contributor job responsible for managing projects, but is not responsible for directly managing other employees.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
PROJECT MANAGER I	Works on projects of moderate scope where analysis of situation or data requires a review of identifiable factors. Exercises judgment within defined procedures and practices to determine appropriate action. Decision-making and independence is involved but limited.	Demonstrates working knowledge in job-related functional area and of the business.	Bachelor's degree and 2 years job-related experience.
PROJECT MANAGER II	Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Exercises judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. Frequently make decisions based on policies and practices but may develop new procedures to meet unique project requirements.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 4 years job-related experience.
PROJECT MANAGER III	Works on complex problems where analysis of situations or data requires an in-depth evaluation of various factors. Exercises judgment within broadly defined practices and policies in selecting methods, techniques, and evaluation criteria for obtaining results. Frequently makes decisions based on policies and practices.	Demonstrates in-depth knowledge in functional area and of the business.	Bachelor's degree and 6 years job-related experience.
SR PROJECT MANAGER I	Works on extremely complex problems where analysis of situations or data requires an evaluation of intangible variables. Projects involve the most complex HW/SW engineering requirements. Exercises independent judgment in developing methods, techniques, and evaluation criteria for obtaining results. Frequently makes decisions based on policies and practices.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's degree and 10 years job-related experience.

### (13) Software Systems Engineers

Plans, directs, and executes software engineering development projects through direct employee architecture/design and external vendor management. Utilizes advanced software and hardware engineering principles, software architecture standards as well as various standards bodies including CCITT, OBF, ISO and a variety of others. Uses both hardware and software engineering expertise to determine the theoretical principles involved and the methodology to be followed to accomplish complex software engineering assignments to save overall company costs, assets or to increase company revenues. Responsible for project planning, design, business analysis, development, test and vendor management.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
SW SYSTEMS ENG I	Established guidelines exist for some situations but independent judgment is required to address issues outside of standard procedures. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree and 2 years job-related experience.
SW SYSTEMS ENG II	Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies.	Demonstrates working level of knowledge in functional area and of the business.	Bachelor's degree and 4 years job-related experience.
SW SYSTEMS ENG III	Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job-related experience.
SR SW SYSTEMS ENG I	Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data.	Demonstrates in-depth knowledge in job-related functional area and of the business.	Bachelor's degree and 10 years job-related experience.
SR SW SYSTEMS ENG II	Work assignments are broad and involve a wide variety of complex technical, and business issues. Projects require the application of advanced expertise in multiple areas of technical specialization and full technical knowledge of all phases of the system(s) to initiate and lead strategic efforts. Maintains state of the art knowledge of technical changes in industry.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's degree and 15 years job-related experience.

#### (14) Subject Matter Experts

A functional specialist providing expertise, guidance, consultation, facilitation, thought leadership, and education to the client and/or project team based on specialized deep expertise in a specific field, such as technology, science, public policy and administration, and management. Has extensive specialized experience and a deep understanding of the functional subject area. Typically has substantial graduate or professional education.

TITLE	COMPLEXITY /PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
SUBJECT MATTER EXPERT I	A functional specialist providing expertise, guidance, consultation, facilitation, thought leadership, and education to the client and/or project team based on specialized deep expertise in a specific field, such as technology, science, public policy and administration, and management. Has extensive specialized experience and a deep understanding of the functional subject area. Typically has substantial graduate or professional education.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's or master's degree and 10 years job-related experience.
SUBJECT MATTER EXPERT II	A functional specialist providing expertise, guidance, consultation, facilitation, thought leadership, and education to the client and/or project team based on specialized deep expertise in a specific field, such as technology, science, public policy and administration, and management. Has extensive specialized experience and a deep understanding of the functional subject area. Typically has substantial graduate or professional education.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's or master's degree and 10-15 years job-related experience.
SUBJECT MATTER EXPERT III	A functional specialist providing expertise, guidance, consultation, facilitation, thought leadership, and education to the client and/or project team based on specialized deep expertise in a specific field, such as technology, science, public policy and administration, and management. Has extensive specialized experience and a deep understanding of the functional subject area. Typically has substantial graduate or professional education.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's or master's degree and 15 years job-related experience.

### (15) System Security Specialists

Maintains and implements security solutions in IT environments. This includes but is not limited to mainframes, client/server platforms, desktops, and associated software environments. Examples of activities performed by this role include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance. Applies knowledge of security standards. Applies encryption technology in security solutions. Implements enterprise-wide security administration and management solutions. Implements intrusion detection solutions, secure remote access solutions, security middleware, platforms, applications, and other security solutions to meet business requirements.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
SYSTEM SECURITY SPECIALIST I	Maintains and implements security solutions in IT environments. This includes but is not limited to mainframes, client/server platforms, desktops, and associated software environments. Examples of activities performed by this role include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance. Applies knowledge of security standards. Applies encryption technology in security solutions. Implements enterprise-wide security administration and management solutions. Implements intrusion detection solutions, secure remote access solutions, security middleware, platforms, applications, and other security solutions to meet business requirements.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's degree and 2 years job-related experience.
SYSTEM SECURITY SPECIALIST II	Maintains and implements security solutions in IT environments. This includes but is not limited to mainframes, client/server platforms, desktops, and associated software environments. Examples of activities performed by this role include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance. Applies knowledge of security standards. Applies encryption technology in security solutions. Implements enterprise-wide security administration and management solutions. Implements intrusion detection solutions, secure remote access solutions, security middleware, platforms, applications, and other security solutions to meet business requirements.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's degree and 3-8 years job-related experience.
SYSTEM SECURITY SPECIALIST III	Maintains and implements security solutions in IT environments. This includes but is not limited to mainframes, client/server platforms, desktops, and associated software environments. Examples of activities	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Master's degree and 8 years job-related experience.

	performed by this role include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance. Applies knowledge of security standards. Applies encryption technology in security solutions. Implements enterprise-wide security administration and management solutions. Implements intrusion detection solutions, secure remote access solutions, security middleware, platforms, applications, and other security solutions to meet business requirements.		
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### (16) Systems Testers

Performs professional level assignments of varied scope and complexity relating to database management within a mainframe or network environment. Depending on the grade level, assignments may include designing, planning, implementing, troubleshooting, maintaining and enhancing a broad scope of data base activities for voice, data and video systems including security, access and documentation requirements.

TITLE	COMPLEXITY /PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
SYSTEM TESTER I	Provides testing on individual components, assisting developers in identifying problems in components, performing QA integration testing of all components, and developing tools to improve testing. Experience testing SEI/CMM, perform software application test, run WinRunner, scripting and operation. Develops printed and online documentation for multiple software products. Focus on Windows 2000 and Windows NT systems management. Develop online and embedded help, software manuals, Technical References, and White Papers using Microsoft Word and HTML.	Demonstrates working knowledge in job-related functional area and of the business.	Associate's degree and 2 year job-related experience.
SYSTEM TESTER II	Provides more difficult testing on individual components, assisting developers in identifying problems in components, performing QA integration testing of all components, and developing tools to improve testing. Experience testing SEI/CMM, perform software application test, run WinRunner, scripting and operation.	Demonstrates working knowledge in job-related functional area and of the business.	Associate's degree and 4 years job-related experience.
SYSTEM TESTER III	Provides complex testing on full systems, assisting developers in identifying problems in components, performing QA integration testing of all components, and developing tools to improve testing.	Demonstrates working knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job-related experience.

SR SYSTEM TESTER I	May lead a team of testers or be responsible for the most complex testing portions of systems.	Demonstrates working knowledge in job-related functional area and of the business.	Bachelor's degree and 10 years job-related experience.
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### (17) Systems Administration

Performs services to install, operate and maintain complex centralized and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and coordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. Draws on professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality solutions. Understands and ensures compliance with systems management control disciplines. Develops and implements systems operating procedures, systems management and monitoring systems. Manages performance, capacity, system change control, and availability. Performs problem management, system performance tuning, and uses systems monitoring tools.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
SYSTEM ADMINISTRATOR I	Performs services to install, operate and maintain complex centralized and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and coordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. Draws on professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality solutions. Understands and ensures compliance with systems management control disciplines. Develops and implements systems operating procedures, systems management and monitoring systems. Manages performance, capacity, system change control, and availability. Performs problem management, system performance tuning, and uses systems monitoring tools.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Associate's degree and 2 years job-related experience.
SYSTEM ADMINISTRATOR II	Performs services to install, operate and maintain complex centralized and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and coordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. Draws on professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality solutions. Understands and ensures compliance with systems management control disciplines. Develops and implements systems operating procedures, systems	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's degree and 3-8 years job-related experience.



	management and monitoring systems. Manages performance, capacity, system change control, and availability. Performs problem management, system performance tuning, and uses systems monitoring tools.		
SYSTEM ADMINISTRATOR III	Performs services to install, operate and maintain complex centralized and distributed computer systems in a multi-vendor operating environment. Activities may include designing, implementing and coordinating solutions to ensure acceptable performance levels with proven and advanced systems technologies. Draws on professional knowledge of systems operations as well as network, applications and workstation services to deliver high quality solutions. Understands and ensures compliance with systems management control disciplines. Develops and implements systems operating procedures, systems management and monitoring systems. Manages performance, capacity, system change control, and availability. Performs problem management, system performance tuning, and uses systems monitoring tools.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Master's degree and 8 years job-related experience.

### (18) Systems Analysts

Formulates and defines system scope and objectives based on user-defined needs. Evaluates and analyzes user needs with the objective of utilizing resources to the fullest capacity and effectiveness. Typically conducts systems programming and systems support activities. Responsible for the analysis, acquisition, installation, modification and/or support of application software. Typically develops and reviews operator and control instructions. Prepares and conducts system and programming tests.

TITLE	COMPLEXITY /PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
SYSTEMS ANALYST I	Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates working knowledge in job-related functional area and of the business.	Bachelor's degree and 2 years job-related experience.

SYSTEMS ANALYST II	Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 4 years job-related experience.
SYSTEMS ANALYST III	Typically assigned project responsibility for highly sophisticated, complex integrated systems. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data.	Demonstrates in-depth knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job-related experience.
SR SYSTEMS ANALYST I	Work assignments are broad and involve a wide variety of complex technical, and business issues. Projects require the application of advanced expertise in multiple areas of technical specialization and full technical knowledge of all phases of the system(s) to initiate and lead strategic efforts.	Demonstrates extensive knowledge in job-related functional area and of the business and industry or technology.	Bachelor's degree and 10 years job-related experience.

### (19) Technical Analyst

Performs in-depth analyses that require the application of expertise in multiple areas of technical specialization. Typically is involved in activities such as: reviewing network performance reports to identify problem areas and takes appropriate action to improve performance; performs space and power analyses and allocation functions for WorldCom's facilities; evaluation and assessment of impact of new technologies and equipment capabilities on existing and new network or facility designs. Typically participates in developing, recommending, implementing and maintaining technical standards, policies and procedures.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
TECHNICAL ANALYST I	Performs tax assignments that involve independent judgment. Tasks and/or issues are guided by application of standards, procedures or precedent, but work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree and 2 years job-related experience.
TECHNICAL ANALYST II	Works on problems of moderate and varied complexity where analysis of data may require adaptation of standardized practices or precedent. Acts independently to identify and select appropriate methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates working level of knowledge in job-related functional area and of the business.	Bachelor's degree and 4 years job-related experience.

TECHNICAL ANALYST III	Works on projects with a large scope and great technical complexity. Resolves a wide variety of problems ranging from simple to highly complex. Requires a high degree of judgment and discretion to select the appropriate method or technique and to interpret applicable operating policies and practices.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job-related experience.
SR TECHNICAL ANALYST I	Typically assigned analysis responsibility for highly sophisticated, complex projects. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data.	Demonstrates in depth knowledge in job-related functional area and of the business.	Bachelor's degree and 10 years job-related experience.
SR TECHNICAL ANALYST II	Typically assigned analysis responsibility for the most sophisticated and most complex projects. Projects are major in scope and require the application of advanced subject matter expertise to resolve diverse problems that cannot be solved at lower levels. Problems frequently lack precedent or standards and involve analysis of varied and sometimes conflicting data.	Demonstrates extensive knowledge in job-related functional area and of the business.	Bachelor's degree and 15 years job-related experience.

## (20) Technical Support Technician/Help Desk

Answer and diagnose incoming service calls from customers. Perform initial diagnosis and take actions to correct problems. Enlist network management personnel, terminal personnel, and other support groups as necessary to facilitate trouble resolution. Provide information to the customer regarding the current status or resolution of the reported trouble in accordance with procedures. Provides information to customer regarding the status and resolution of their reported problem. Performs escalations at specified in intervals.

TITLE	COMPLEXITY /PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
TECH SUPP TECH I	Performs basic duties that are primarily routine, and follows standard procedures and guidelines. Solves routine problems and escalates issues as needed.	Learns and uses basic knowledge in job-related functional area and of specialized systems and on-line applications.	Associate's degree and 2 years job-related experience.
TECH SUPP TECH II	Performs duties that are fairly routine in nature, following standard procedures and company guidelines. Solves routine problems and escalates issues as needed.	Demonstrates working knowledge in job-related functional area and of specialized systems and on-line applications.	Bachelor's degree and 4 years job-related experience.
TECH SUPP TECH III	Performs duties that are somewhat complex, following standard procedures and guidelines. Uses expertise to deal with somewhat difficult problems. Escalates issues as needed.	Demonstrates comprehensive knowledge in job-related functional area and of specialized systems and on-line applications.	Bachelor's degree and 6 years job-related experience.

SR TECH SUPP TECH I	Performs duties that are usually complex, following standard procedures and guidelines. Handles situations that may require deviation from standard procedures in response to difficult issues. Uses expertise to deal with particularly difficult problems. Decides when to escalate issues as needed. Work customarily and regularly (50% of time or more) involves the adherence to standard practices and guidelines.	Demonstrates in depth knowledge in job-related functional area and of specialized systems and on-line applications.	Bachelor's degree and 10 years job-related experience.
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## (20) Technical Writers

Researches, writes and/or revises technical information and documentation on company products, systems and releases to include user manuals.

TITLE	COMPLEXITY /PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
TECHNICAL WRITER I	Participates in the development or revisions of documentation of technical marketing and learning materials for and about a limited number of company systems and products for internal and/or external customer use. Gathers technical information prepares written text and coordinates layouts. Information may be produced in hard copy of electronic media. May use the full range of technology to develop electronic based documentation including GUI development tools, multi-media, scripting and interactive instructional methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates basic knowledge in job-related functional area and of the business.	Associate's degree and 2 years job-related experience.
TECHNICAL WRITER II	Develops or revises documentation for a variety of technical marketing and learning materials for and about company systems and products for internal and/or external customers. Gathers technical information from diverse sources prepares written text and coordinates layouts for multiple projects. Information may be produced on hard copy or electronic media. Frequently uses the full range of technology to develop electronic based documentation including GUI development tools, multi-media, scripting and interactive instructional methodologies. Work customarily and regularly (50% of time or more) requires the exercise of discretion and independent judgment.	Demonstrates comprehensive knowledge in job-related functional area and of the business.	Bachelor's degree and 4 years job-related experience.

TECHNICAL WRITER III	Develops or revises documentation for large scale projects of technical marketing and learning materials for and about company systems and products for internal and/or external customers. Gathers technical information from diverse sources prepares written text and coordinates layouts for multiple projects. Information may be produced on hard copy or electronic media. Uses the full range of technology to develop electronic based documentation including GUI development tools, multi-media, scripting and interactive instructional methodologies.	Demonstrates in-depth knowledge in job-related functional area and of the business.	Bachelor's degree and 6 years job-related experience.
SR TECHNICAL WRITER I	Typically assigned responsibility for projects involving the design and lead role in documentation projects of largest scope and highest technical complexity. Serves as the key internal resource for all levels of documentation/technical writing projects and works closely with management to initiate and lead strategic efforts.	Demonstrates extensive knowledge in job-related functional area and of the business.	Bachelor's degree and 10 years job-related experience.

## (21) Training Specialists

Identifies, develops, implements, and conducts training and instruction of technical-based subject matter related to computer hardware/software, communications, local and wide area networking, Internet, video, imaging, business processes, government regulations, and strategic planning as required for a particular situation. Designs, develops, prepares and refines training curriculum and course materials for various classroom and other instructional environments. At upper level, may lead a team of training specialists.

TITLE	COMPLEXITY/PROBLEM SOLVING	KNOWLEDGE/SKILLS	EDUCATION/EXPERIENCE
TRAINING SPECIALIST I	Identifies, develops, implements, and conducts training and instruction of technical-based subject matter related to computer hardware/software, communications, local and wide area networking, Internet, video, imaging, business processes, government regulations, and strategic planning as required for a particular situation. Designs, develops, prepares and refines training curriculum and course materials for various classroom and other instructional environments. At upper level, may lead a team of training specialists.	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree and 2-5 years job-related experience.
TRAINING SPECIALIST II	Identifies, develops, implements, and conducts training and instruction of technical-based subject matter related to computer hardware/software, communications, local and wide area networking, Internet, video, imaging, business processes, government	Demonstrates basic knowledge in job-related functional area and of the business.	Bachelor's degree and 5-8 years job-related experience.

	<p>regulations, and strategic planning as required for a particular situation. Designs, develops, prepares and refines training curriculum and course materials for various classroom and other instructional environments. At upper level, may lead a team of training specialists.</p>		
TRAINING SPECIALIST III	<p>Identifies, develops, implements, and conducts training and instruction of technical-based subject matter related to computer hardware/software, communications, local and wide area networking, Internet, video, imaging, business processes, government regulations, and strategic planning as required for a particular situation. Designs, develops, prepares and refines training curriculum and course materials for various classroom and other instructional environments. At upper level, may lead a team of training specialists.</p>	<p>Demonstrates basic knowledge in job-related functional area and of the business.</p>	<p>Master's degree and 8 years job-related experience.</p>

**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

**PREAMBLE**

Collins Consulting, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

**COMMITMENT**

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

**Cynthia M. Collins  
Collins Consulting, Inc.  
999 Plaza Drive  
Suite 240  
Schaumburg, IL 60173  
(847) 290-8775x109  
cindy\_collins@colcon.com  
(847) 805-4783**

BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity                      Date

\_\_\_\_\_  
Contractor                                      Date



BPA NUMBER\_\_\_\_\_

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)\_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER

\*SPECIAL BPA DISCOUNT/PRICE

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (2) Delivery:  
DESTINATION

DELIVERY SCHEDULES / DATES

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE

POINT OF CONTACT

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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#### BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers' needs, or –
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.